

Questions and Answers
Coding Data Entry Services
June 5, 2019
MDH OPASS# 19-18303

ID#	Question	Answer
001	Does the VSBE have to be registered in Maryland or can they be anywhere in the U.S?	The VSBE can be anywhere in the U.S., as long as they're registered with the United States Department of Veteran Affairs.
002	Does the MBE have to be registered/located in Maryland?	The MBE has to be registered with the Maryland Department of Transportation with their MBE certification program. They can be located anywhere as long as they are registered properly.
003	If the prime vendor is already an MBE do they still have partner with someone and complete MBE forms?	If the Prime contractor is already an MBE they can use their own company to satisfy ½ of the required goal but will still have to partner with another MBE to satisfy the remaining MBE goal. All forms that are required in the MS-IFB are required to be submitted by all perspective vendors.
004	Do documents have to be on a CD?	Based on current limitations of the MMIS II system the data entered documents have to be delivered on CD.
005	Are claims batched by the Department prior to pick-up?	The claims requiring data entry services will be organized by their perspective and appropriate type and will have cover sheets that state their batch number and quantity.
007	Is it the vendor's responsibility to just verify what's in the MMIS II system?	There will be no information in the system for the vendor to verify prior to the vendor data entering claims. The vendor's purpose is to data enter.
008	Are there contingencies based on bad weather?	In the event of inclement weather the Contractor shall contact the Contract Monitor to schedule a new delivery schedule at the Contract Monitor's discretion.
009	What is the expected volume of claims to will require data entry? Are there times throughout the year where the volume is higher?	Section 2.2 includes a table which accurately states the expected volume of claims. There is also no way to predict when volumes change on a monthly basis since this is based on recipient's need for Healthcare services.
010	Are there special requirements as to the handling of documents during pick-up and delivery?	Section 2.3.4 states the document handling requirements.
011	What volume and size of documents would the contractor be picking up?	Section 2.2 states our average document volume. Normally the pickup includes a couple of standard record storage boxes (15" x 12" x 10").
012	What are the pickup/delivery schedules?	Section 2.3.3 states the delivery and pickup schedule.
013	Will the vendors be provided software to perform the data entry?	The vendor is responsible for developing a system to properly generate the CD's with the data entered information based on the Specifications in the Appendix to this IFB found in eMaryland Marketplace.

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014	Are separate CD's required for each batch?	Yes, all of the separate types of documents (found in Section 2.2) and batches (identified upon pickup of documents) will require their own specific CD's for each delivery and pickup.
015	Who is the incumbent?	The Data Entry Company Incorporated (TDEC).
016	What is the value of the incumbent contract?	\$1,242,316 for the base period for two years. The contract had three one-year option periods. The current solicitation is for a two year base with three one year option periods.
017	What is the estimated budget for this contract?	There is no estimated budget for this contract. Those who meet the requirements in the solicitation will be eligible for award to the lowest bidder.
018	Is the incumbent eligible to bid on this contract?	Yes
019	Where is the incumbent located?	Bethesda, Maryland
020	Where is the test file located?	It is posted on the eMaryland Marketplace.
021	Are there specific experience requirements for the data entry personnel, for example ICD-9 and ICD-10?	To meet the minimum personnel requirement the vendors would have to supply names and titles of data entry personnel. Resumes for the 20 individuals are not required and will not be evaluated for this bid.
022	Is there an anticipated need for additional personnel beyond the 20 listed in the MS-IFB? Does the Department require resumes for the 20 staff?	The MSIFB states that the minimum required personnel to meet the Department's needs is 20. Historically this has been sufficient to meet the Department's needs but it is up to the vendor to ensure that all delivery and pickup schedules are met and that all required documents are processed.
022	Would MDH consider an electronic solution that supports local pick-up and scanning of the documents with data processing outside the 250 mile radius from MHD Headquarters? In this alternative, the physical documents would never leave the 250 mile radius and all scanned images will be highly secured at all times.	No.
023	Billing and payments were mentioned during the pre-bid conference. What are the Contractor's responsibilities around payments?	The Contractor is not responsible for providing payments on claims. The vendor is only responsible for meeting the requirements found in the MS-IFB. The MMIS II system
024	How are the documents stored and CD's processed after delivery?	CD's are uploaded to the MMIS II system for adjudication and payment. Documents are stored by MDH based on the Department's guidelines.

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025	Are there samples of the claims forms?	Samples of the claims forms are included in the IFB. The vendor will most likely be data entering info from only one page- the claim form- but many of the claims sent to the vendor will have attachments. The attachments are sent back to MDH and are kept with the original claims form.
026	What is the time frame of the current contract?	The current solicitation is for a two year base with three one year option periods.
027	What is meant by 100% key verification?	Appendix 1: Details the definition for key verification. Key verification ensures that all data entered claims have gone through some type of Quality and Assurance to ensure that the Department is receiving accurate data.
028	Will the attendance sheet of the Pre-Bid conference be shared?	All documents associated with this MS-IFB Pre-Bid Conference has been posted on eMaryland Marketplace.